

Performance of primary healthcare centres in Bengaluru urban district

Citation for published version (APA):

Bangalore Sathyananda, R. (2020). *Performance of primary healthcare centres in Bengaluru urban district: an evaluation*. [Doctoral Thesis, Maastricht University]. Maastricht University. <https://doi.org/10.26481/dis.20200901rs>

Document status and date:

Published: 01/01/2020

DOI:

[10.26481/dis.20200901rs](https://doi.org/10.26481/dis.20200901rs)

Document Version:

Publisher's PDF, also known as Version of record

Please check the document version of this publication:

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PERFORMANCE OF PRIMARY HEALTHCARE
CENTRES IN BENGALURU URBAN DISTRICT: AN
EVALUATION

Rajeshwari Bangalore Sathyananda

Propositions

1. The existing measures of Primary Healthcare Centre (PHC) evaluation in low- and middle- income countries are focussed on assessing centres from the perspective of policy maker (top down approach) not depicting the circumstances of PHC functioning (this thesis).
2. Measures tapping key stakeholder's perspectives provides a PHC performance assessment that is context sensitive and holistic in nature (this thesis).
3. The providers' wellbeing indicates not only their ability to perform but also the availability of structure to support (infrastructural, financial, material, psychological resources) them, also depicting a synergistic work environment (this thesis).
4. The greater the workload, the lesser the patient satisfaction and provider wellbeing (this thesis).
5. Providers are key to PHC performance and need support from the level of national health system along with local political management; further research on sustainable PHC performance is needed to ensure attainment of health sustainable development goals.
6. Research on process of PHC performance, their contribution towards health system performance and health of the population should be studied.
7. Doctors need training in effective leadership, acting as government agents and as administrator.
8. The use of the 'Questionnaire for patient's perspective on performance of primary healthcare centre' tool in combination with the providers wellbeing provides a better assessment of the centres from both the external and internal customer's perspectives.